



# NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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**FOR IMMEDIATE RELEASE:**  
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## **FCC Announces \$12 Million Call Center Contract to Assist DTV Call Center Capability**

*Washington, DC* – The Federal Communications Commission (FCC) today announced it has selected IBM to provide unprecedented call center support to assist viewers with the digital television transition set to occur on February 17, 2009. Today's award is worth up to \$12 million and will allow the Commission to handle up to two million agent-assisted calls during the week of the DTV transition, including up to 400,000 agent-assisted calls the day after the transition.

Last September, as part of the Continuing Resolution for Fiscal Year 2009, Congress appropriated \$20 million to the FCC to help fund its digital television outreach efforts. On December 24, 2008, the FCC initiated a broad public request for proposals to provide call center support for the DTV transition. Today's announcement is the culmination of that full and open procurement process.

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